



CoreDial, LLC CPNI Training Handout

Introduction

On April 2, 2007, the Commission released a Report and Order and Further Notice of Proposed Rulemaking in CC Docket. 96-115 and WC Docket NO. 04-36 (EPIC CPNI Order) in which the Commission strengthened its privacy rules, pursuant to section 222 of the Communications Act, as amended, by adopting additional safeguards to protect CPNI against unauthorized access and disclosure. One important change to the existing CPNI rules adopted in the EPIC CPNI Order is the requirement that all companies subject to the CPNI rules file annually on or before March 1, a certification with the Commission pursuant to amended rule 47 C.F.R. S64.2009(e). OMB has approved this collection under control number 30600715.

What is Customer Proprietary Network Information (CPNI)

CPNI includes but is not limited to the following private customer network information:

- Personal Information
 - User names
 - Passwords
 - Name
 - Address
 - Phone numbers
- Any and all call activity
- Current and/or past features and services such as
 - Call forwarding
 - Voicemail
 - Call waiting
 - Long distance
 - Service plans
 - Any services with monthly recurring charges
 - Any services with non recurring charges
 - Any included services, service bundles or packages

CoreDial, LLC's CPNI Policy

CoreDial has established the following procedures to ensure compliance with the FCC's CPNI rules and regulations (see 47 C.F.R. S: 64,2001 et seq.). All CoreDial employees are required to adhere to the following CPNI procedures. Failure to do so may be grounds for termination from CoreDial, LLC and/or further legal action.



CPNI Verification and Process

Inbound callers:

Any inbound caller to any CoreDial department or employee that requests access to CPNI must first be validated:

1. Authenticate caller using the Portal's PIN System
 - a. Log into the Portal
 - b. Select the customer's PBX
 - c. On the customer's "PBX Info" screen, enter the PIN that the customer gives you in the "PBX PIN:" field and click the "Validate PIN" button
 - d. If the PIN is successfully validated you may provide the customer's CPNI to the caller
 - e. If the PIN is not valid, you may validate the customer using the alternate below method. However NO CPNI may be provided until the caller is validated
2. Authenticate by calling the customer back with any number that is registered to that customer's PBX.
 - a. Log into the Portal
 - b. Select the customer's PBX
 - c. On the customer's "Phone Numbers" screen, a list of phone numbers will appear. Ask the caller to suggest a number to be called. DO NOT PROVIDE the caller with any number from the list.
 - d. If the number the caller provided is on the "Phone Numbers" screen, hang up and call the customer back using that phone number. The caller is now validated and may be provided CPNI.

Portal Users:

All portal users must log in with their CoreDial, LLC supplied user name and password. Lost passwords are to be recovered using the "Forgot Password?" option. If the user cannot use the portal's automated password recovery utility the must call CoreDial, LLC and be validated as an Inbound Caller.

Email Users

Email users do not have the ability to gain access to or change CPNI.

Who to Contact

CoreDial Customer Care Department
215-297-4400, Option 2